



FRS 2.1 User Guide

Chapter 1

## **GENERAL INFORMATION**

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## 1. INTRODUCTION

The Family Reporting Software User Guide helps users understand and operate the Family Reporting Software (FRS) 2.1. FRS captures information from Form HUD-50058 and formats the information for submission to the Multifamily Tenant Characteristic System (MTCS). Public Housing Agencies (PHAs) submit Form HUD-50058 data to MTCS electronically via the Internet or Sprintmail.

MTCS contains demographic information about those who participate in Public Housing, Indian Housing, and tenant based Section 8 programs. MTCS generates reports used to analyze subsidized rental assistance programs, monitor PHAs, detect fraud, and provide information to Congress and other interested parties.

Use the FRS 2.1 User Guide to answer your questions about the Family Reporting Software 2.1. Please direct other questions to the MTCS Hotline at 1-800-FON-MTCS or post questions to the MTCS FRS Forum on the MTCS Website at: [www.hud.gov/pih/pihboard/frs20/pihboard.html](http://www.hud.gov/pih/pihboard/frs20/pihboard.html).

## 2. FRS 2.1 USER GUIDE OVERVIEW

The FRS 2.1 User Guide is divided into six main chapters. The main chapters and their sub-chapters are listed with a brief description.

**Chapter 1. General Information** - Provides a general overview of the FRS 2.1 system and important information (i.e. privacy acts, references) to get the user oriented.

**Chapter 2. Install and Setup FRS 2.1** - Provides information needed to install FRS 2.1 including system requirements, downloading and installation instructions.

**Chapter 2-A. Convert Data in FRS 2.1** - Provides information needed to convert data from previous versions of FRS.

**Chapter 2-B. Complete the Housing Agency Configuration** - Provides information needed to complete a Housing Agency profile including the Housing Agency Identification, Jurisdictions, Projects/Sites, and Default Values. Information is also provided on Originating Housing agencies.

**Chapter 2-C. Submission Setup** - Provides information needed to enable the user to submit data to MTCS via the Internet and Sprintmail.

**Chapter 3. Login and Navigate** - Provides information needed to assist the user login and move about FRS 2.1 with ease

**Chapter 3-A. FRS 2.1 Main Menu Bar** - Provides information needed to describe the various drop down menus of the FRS 2.1 main menu bar, including the File Drop Down menu and the Tools Drop Down menu.

**Chapter 3-B. Troubleshooting FRS 2.1** - Provides information on possible pitfalls experienced when using FRS 2.1.

**Chapter 3-C. Print Household Information from FRS 2.1** - Provides information needed to print household data from FRS 2.1.

**Chapter 4. Complete Household Information** - Provides detailed information needed to enter household data. Instructions are provided for entering all areas of household information including Section 8 Certificates, Vouchers, Mod Rehab., and Manufactured Homeowners Leasing the Space.

**Chapter 4-A. Maintain Household Information** - Provides information needed for the user to both select and maintain a household.

**Chapter 4-B. Delete Household Records** - Provides information needed for the user to delete household records and effectively utilize the recycle bin.

**Chapter 5. Submit Data to MTCS** - Provides information needed for the user submit completed FRS 2.1 data to MTCS.

**Chapter 6. Understand and Retrieve Error Information** - Provides information needed for the user to obtain error information and interpret the information correctly.

**Appendix I. Icons and Terminology** - Provides icons, terms and definitions to assist users when using FRS 2.1.

**Appendix II. FRS 2.1 Field Conventions** - Provides information on various field conventions in FRS 2.1.

**FRS 2.1 Multiple HA User Guide** - Provides FRS 2.1 procedures needed by users who transmit for more than one HA. These users must refer to the FRS 2.1 Multiple HA User Guide available at [www.hud.gov/pih/systems/mtcs/document.html#frs](http://www.hud.gov/pih/systems/mtcs/document.html#frs).

### 3. PRIVACY ACT

Collection of information on Forms HUD-50058 and HUD-50058 - FSS is subject to the requirements of the Privacy Act of 1992.

PHAs must give all applicants a Form HUD-9886, *Authorization for the Release of Information/Privacy Act Notice*, at the time the PHA evaluates their eligibility for housing assistance, and to all residents and all Section 8 participants at the time of each annual reexamination and/or interim reexamination. The Notice is a general authorization form and does not replace specific forms that PHAs currently use to verify information about applicants or participants. PHAs must maintain a signed copy of the Authorization for the Release of Information/Privacy Act Notice in the tenants' files.

Regardless of age, the Head of Household, spouse/co-head, and each adult member in the household must sign the Notice at the time of the initial examination. It is **mandatory** that each additional adult member, who lives in the household, sign the Notice. PHAs must also obtain signatures from any new adult who joins the household and from household members who reach 18 years of age.

**Failure of the applicant or participant to sign the Notice constitutes grounds for denial of eligibility or termination of assistance or tenancy.**

See the Forms Warehouse on the Internet:  
(<http://www.hudclips.org/subscriber/html/forms.htm>) for a copy of *Form HUD-9886, Authorization for the Release of Information/Privacy Act Notice*.

For more information on the Privacy Act Notice and Form HUD-9886, see *Notice PIH 94-36 (HA), Issued June 13, 1994*.

## 4. REFERENCES

The references listed below provide additional information about Form HUD-50058 and MTCS:

- 1) **The Code of Federal Regulations.** Contains the codification of the general and permanent rules published in the Federal Register by the Federal Government executive departments and agencies. For the code section that applies to HUD programs, see Title 24, Housing and Urban Development. Federal Register information is also available on the Internet at: <http://www.access.gpo.gov/nara/cfr>.
- 2) **1937 Housing Act.** The basic law that applies to Public and Indian housing programs, and Section 8. Text available on the Internet at: <http://www.law.cornell.edu/uscode>.
- 3) **Social Security Handbook.** Summarizes information about Social Security programs and contains brief descriptions of related programs that other agencies administer. Covers the primary programs that affect public housing residents, which include retirement insurance, survivors insurance, disability insurance, supplemental security income and public assistance and welfare services. Information is also available on the Internet at: [http://www.ssa.gov/OP\\_Home/handbook/hbk-pref.htm](http://www.ssa.gov/OP_Home/handbook/hbk-pref.htm)
- 4) **Form HUD-50058 Instruction Booklet.** Contains detailed instructions for completion of the Form HUD-50058. The Instruction Booklet is available on the Internet at: <http://www.hud.gov/pih/systems/mtcs/document.html>.
- 5) **Form HUD-50058 Technical Reference Guide.** Contains the Form HUD-50058 field edits and flat file transmission requirements. The Guide is available on the Internet at <http://www.hud.gov/pih/systems/mtcs/document.html>.
- 6) **HUD homepage: [www.hud.gov](http://www.hud.gov).** HUD's address on the Internet. Information source about HUD programs, downloading MTCS files, and obtaining MTCS operating information.
- 7) **MTCS Website: [www.hud.gov/pih/systems/mtcs/pihmtcs.html](http://www.hud.gov/pih/systems/mtcs/pihmtcs.html).** MTCS site of the HUD Website. Information source MTCS including links to MTCS Forum (an on-line question and answer), MTCS Newsflash, and related

MTCS documentation. FRS 2.1 is also available for download from this website.

- 8) **Form Warehouse:** <http://www.hudclips.org/subscriber/html/forms.htm>. Source to download all HUD forms.

## 5. FURTHER ASSISTANCE

The **MTCS Hotline** provides technical assistance for FRS 2.1. Contact the MTCS Hotline for problems with FRS 2.1 installation, data conversion, PHA profile configuration, FRS 2.1 processing, data submission, and error reports. The Hotline is available Monday - Friday, between the hours of 8:00 AM and 8:00 PM, Eastern Standard Time (excluding Federal Holidays), at: 1-800-FON-MTCS (1-800-366-6827).

The **MTCS Forum** provides a vehicle for on-line questions and answers. The Forum is an interactive arena where members of the MTCS community post questions, problems or ideas. Other members of the community can respond to questions and problems or the MTCS Forums manager researches the issue and finds an answer. The MTCS FRS 2.1 Forum is located on the MTCS website at:  
[www.hud.gov/pih/pihboard/frs20/pihboard.html](http://www.hud.gov/pih/pihboard/frs20/pihboard.html).

## 6. COMMON TERMS IN THE FRS 2.1 USER GUIDE

The FRS 2.1 User Guide contains terms that require a brief explanation. These include:

<b>Active</b>	An area that allows you to enter data.
<b>Click</b>	Depress the left mouse button to make a selection.
<b>Field</b>	An area that requires data entry or may contain information, provided by calculations from FRS 2.1. A field may be active or inactive.
<b>Icon</b>	A picture button that represents a process that, when clicked, initiates an action such as opening the New Household window.
<b>Inactive</b>	An area that does not allow you to enter data because FRS 2.1 enters data into the field automatically.
<b>Menu</b>	A list of actions from which you may choose how to proceed.

